

SOCIAL WORKER TRAINING WORKGROUP SUMMARY

Organizer: CDSS Adult Programs, Quality Assurance Bureau (QAB)
Location: Health and Human Services Data Center, 9323 Tech Center Drive, Conference Room 2, Sacramento, CA
Date: June 28, 2005
Time: 10:00 a.m. to 1:00 p.m.

The meeting was attended by various individuals, including state, county and public authority staff, social workers, union staff, consumers and others. Brian Koepp, Chief of the Adult Programs QAB, opened the meeting by welcoming attendees and reading the agenda.

MEETING SUMMARY:

A recap of the accomplishments of the previous two workgroup meetings held on February 10 and March 16, 2005, was provided. During these meetings the following was agreed to and/or implemented:

- A review of social worker needs, the establishing of a curriculum with a focus on uniformity, and the impact of county differences.
- Competing vendors provided an overview of their training proposal, with California State University, Sacramento (CSUS) subsequently being chosen with concurrence of CDSS and California Welfare Directors Association (CWDA).
- CWDA involvement was utilized in curriculum design phase as noted by the sharing of four county training curriculums.
- A determination was made that the training would be divided into two phases (two days each). Phase 1 would focus on needs assessment and authorizing services. Within these topic areas training would focus on uniformity, cultural issues, interviewing skills, dealing with problem issues (physical and mental), obtaining collaborative information, documentation, understanding total needs, shared living arrangements, common authorization errors, changing authorizations, and coping skills for social workers.

- Group consensus was that training addressing computer skills, CMIPS, Board and Care and Inter-County transfers would not be addressed in this training.
- CDSS meets with CSUS on a weekly basis during the development of the curriculum and administrative process.

Representatives of CSUS provided information regarding the specific curriculum areas (which match those identified above), training methodology, training logistics, staff hiring, registration and initial training schedule. The level of training will be geared to students with some previous IHSS experience. Shasta County has volunteered to be a lead county and advised CSUS that they would be available on July 27, 2005. Three other counties, Santa Barbara, Fresno and Marin have volunteered for the initial training with start dates pending. After training is completed in Shasta County, any necessary modifications/corrections will be made prior to roll out to the rest of the state. Other specific training items discussed were:

- Training schedules will vary according to the needs and number of participants from county to county
- CSUS is budgeted to train approximately 2500 students. Class size will be approximately 25-30 students
- Pre and Post assessments will be given to students. This will enable CSUS to evaluate the relevance of the curriculum on an ongoing basis
- CDSS will be given an in-house pilot presentation of the training by CSUS on July 11 and 12, 2005
- The curriculum will include discussion-based training
- Reference material will eventually be placed on CDSS' website for future use
- The course schedule will be on the website
- Participants will include: social workers; social worker supervisors; Quality Assurance staff; Public Authority staff; Administrative Law Judges; and county administrative staff. Preference will be given to social workers
- Registration will be flexible and convenient for each county. Registrations will be accepted via email, telephone or fax
- County managers will have the authority to assign and approve or disapprove county staff attendance

The proposed Phase 2 training is scheduled to begin January 2006. The final curriculum is still in development, but at the least it will focus on addressing the impact of new or revised regulations, time per task guidelines, protective supervision, needs of children receiving IHSS, and continuing cultural issues.

Special Highlights (including special comments or questions):

- Q - Will common errors be addressed in the training?
A - Yes. This will also be included in the Resource section of the manual.**
- Q - Many recipients have different living arrangements in their home. What are the implications of a situation when a recipient may be penalized because of other people in the home?
A - IHSS regulations discuss Housemates, Shared Living Arrangements, Live-in Providers, etc. These requirements have been in regulations. There is no change in State policy regarding these sections.**
- Q - Training will include interviewing skills. Will there be resources available for non-English speaking recipients? Fear is that these recipients will not have the knowledge to question IHSS and lose or not receive appropriate services.
A - This is primarily a county issue. State requirements are that if 10% of the consumers speak a non-English language, the county must provide staff that have the required interpretive ability.**
- Q - At a time when recipient conditions indicate a need for expanded services, there is a fear that the training is geared to cut or decrease the number of hours a recipient receives on a statewide basis in order to save funds. Comment?
A - The training will focus on having social workers look at all of the recipients' needs and the environment. CSUS will focus on providing training that is proper and objective, with an emphasis on ensuring consistent assessments throughout California. Training will focus heavily on assisting social workers in determining the ability of recipients to do tasks. The main focus of the training will be the needs assessment process and the services**

that will be authorized. California wants recipients to receive these determinations on an equal basis no matter where they live in the State.

- **Q - How can a recipient receive more services when there is a lack of communication ability between IHSS staff and the client?**

A - A recipient should have the ability to contact a social worker when needed. This should be addressed to the county of residence.

- **Q - What changes does CSUS foresee after the training is completed?**

A - CSUS objectives will focus on:

- **Consistency of services**
- **Quality of assessments**
- **The needs of recipients will be better addressed**
- **Social workers will ask better questions**
- **Social workers will have better listening skills**
- **Social workers will be able to assess a recipient's condition and living situation by using proper interviewing techniques and by more accurately evaluating the living environment**

- **Q - Will providers receive notices of reassessments? Will social workers educate providers on how to communicate better with recipients?**

A - Providers will not receive notices of reassessments. Social workers will not be trained on providing communications skills between recipients and providers.

The workgroup was advised that it had accomplished its goal and that further input from them as a group was not necessary at this time. Brian Koepp thanked the workgroup and especially, CWDA Valley-Mountain Regional Committee and CWDA, for their input and effort. The workgroup was advised that even though no further meetings are currently scheduled, training updates would be posted on the QAB website for continued review and comment. Meeting closed.

**ASSESSMENT TRAINING WORKGROUP
ATTENDEES AT THE JUNE 28, 2005 MEETING**

Name	Organization
Julia Plascencia	SEIU 4346
Sandy Duncan	IHSS
Jim Bunnell	Merced County
Connie Bledsoe	Merced County
Kathleen Schwartz	Sacramento County IHSS
Jean Dancy	Sacramento County IHSS
Jeannette Johnson	Sacramento County IHSS
Pamela Ng	Sacramento County IHSS
Floralma Valencia	IHSS
Sumbo Chen	Stanislaus County
Rosa Mogord	Stanislaus County
Linda Wong	SEIU Local 616
Xin Fong	SEIU Local 616
Kwan Salchon	SEIU Local 616
Pamela Caop	Sacramento County IHSS/QA
Mahu Dimachkie	DHS
Tom Baughman	Butte County QA
Susan Schwendimann	Sacramento County IHSS
Don Turner	Kings County Public Authority
Magali Williams	Los Angeles County IHSS
Wendy Powell	Sacramento County IHSS
Jarrett Oddo	Sacramento County IHSS
Stormalica Powmacwizalord	Recipient
Bernadette Lynch	
Sandy Morrill	Calaveras County Adult Services
Stephanie Manfre	SIEU Local 616
Cyndee Forbes	Sacramento County IHSS
Melody McInturf	Sacramento County IHSS
Solo RKO Romon	SEIU Local 616
Emelia Betencourt	
Teresa Armas	SEIU Local 616
Eliza Armas	SEIU Local 616
Jaconda	SEIU Local 616
Eva	SEIU Local 616
Lidia Dominguez	SEIU Local 616

Marley Morris	CSUS
Francisco E	SEIU Local 616
Carmela Branbilla	SEIU Local 616
R. Savola	SEIU Local 616
Maria Aguilar	SEIU Local 616
Marilla Arguelles	SEIU Local 616